

Attorney Docket No. SIEB017-01US



#916
11-502
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of John Coker et al.

Serial No.: 09/866,878

Examiner: Nguyen Ba, Hoang Vu A

Confirmation No.: 4488

Art Unit: 2122

Filed: 05/30/2001

For: **SYSTEM AND METHOD FOR SMART SCRIPTING CALL CENTERS AND CONFIGURATION THEREOF (AS AMENDED)**

RECEIVED

Commissioner for Patents
Washington, D.C. 20231

OCT 31 2002

Technology Center 2100

AMENDMENT/REPLY

In response to the Official Action dated July 29, 2002, please amend the above-identified patent application in the following manner.

IN THE TITLE:

Please change the title to: -- "SYSTEM AND METHOD FOR SMART SCRIPTING CALL CENTERS AND CONFIGURATION THEREOF." --.

IN THE ABSTRACT OF THE DISCLOSURE:

Please delete the original Abstract of the Disclosure and substitute therefor the new Abstract of the Disclosure that is attached to this Amendment on a separate sheet.

IN THE SPECIFICATION:

A. Please replace the paragraph starting on page 10, line 9 and ending on page 10 line 10 with the following:

---Figure 3 is a flow chart illustrating the flow paths of a scripted customer interaction, in the case of a call to a potential buyer of a pager.---

10/30/2002 SDEHR001 00000060 501283 098666878
336.00 CH
162.00 CH
01 FC:1501
02 FC:1202



OPIE JC Attorney Docket No. SIEB017-01US

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TRANSMITTAL OF DOCUMENTS Technology Center 2100

Enclosed are the following documents:

- Amendment/Reply**
- Request for Approval of Drawing Amendments with Amended Figs.: 2, 3a, 3b, 9 and 10**
- Postcard**

and the payment of the following fees:

<input checked="" type="checkbox"/> Additional Independent Claim Fee (4x84.00)	336.00
<input checked="" type="checkbox"/> Additional Claims (9x18.00)	162.00
Total Fee due:	\$498.00

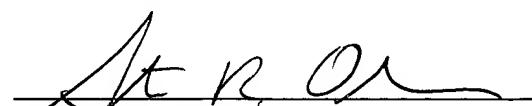
The Commissioner is hereby authorized to charge the fee of **\$498.00** and any other appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: 10/29/02

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Respectfully submitted,
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